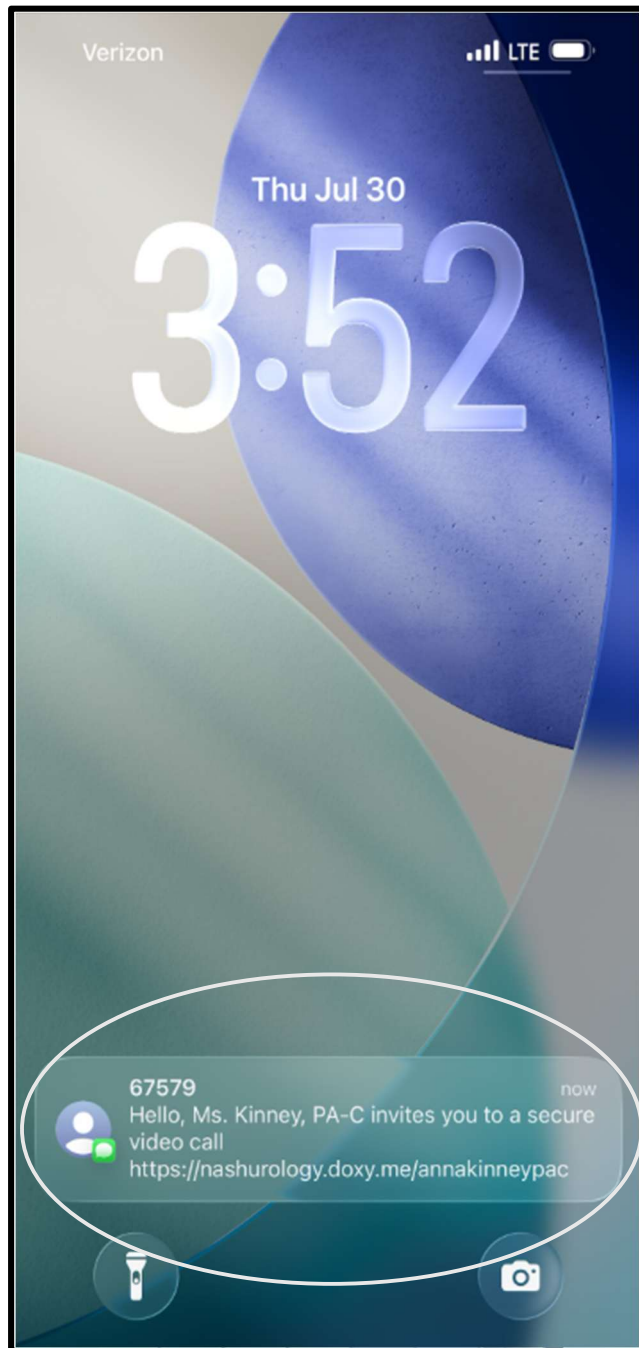
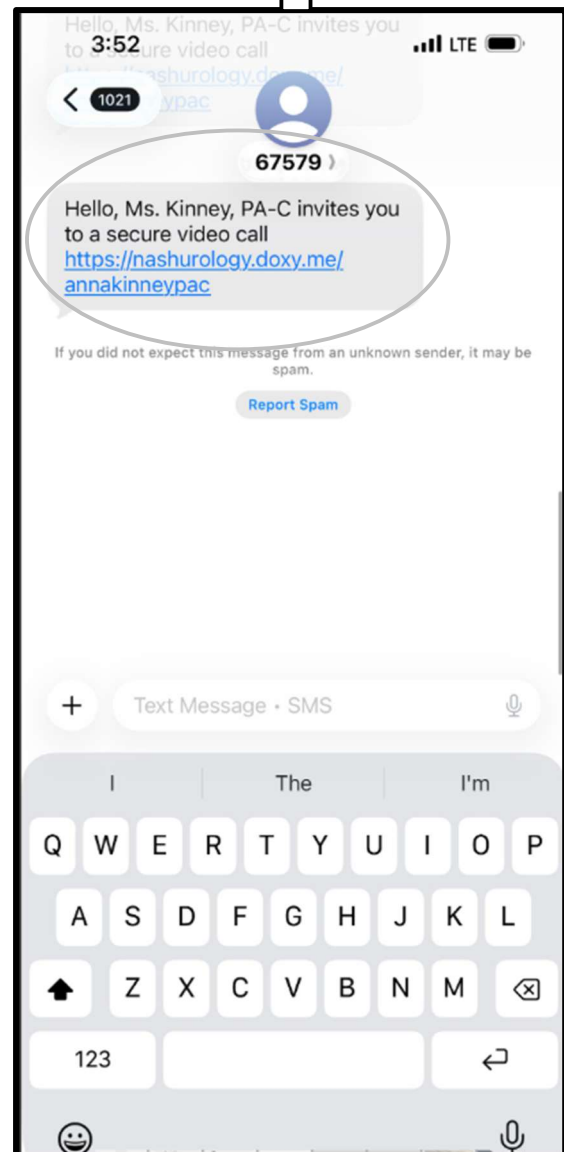


NASHVILLE UROLOGY TELEHEALTH INSTRUCTIONS

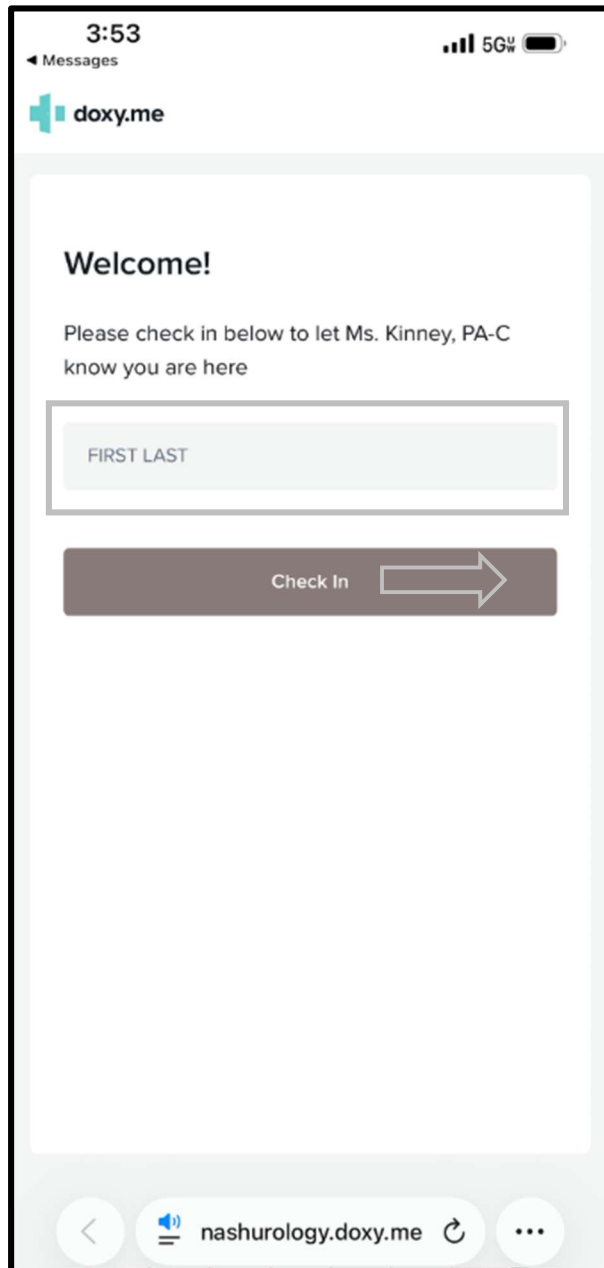


1. Before your appointment, you will receive a text that looks like this from Doxy.

2. The text will look like this. Click on the link to start signing on to your appointment.

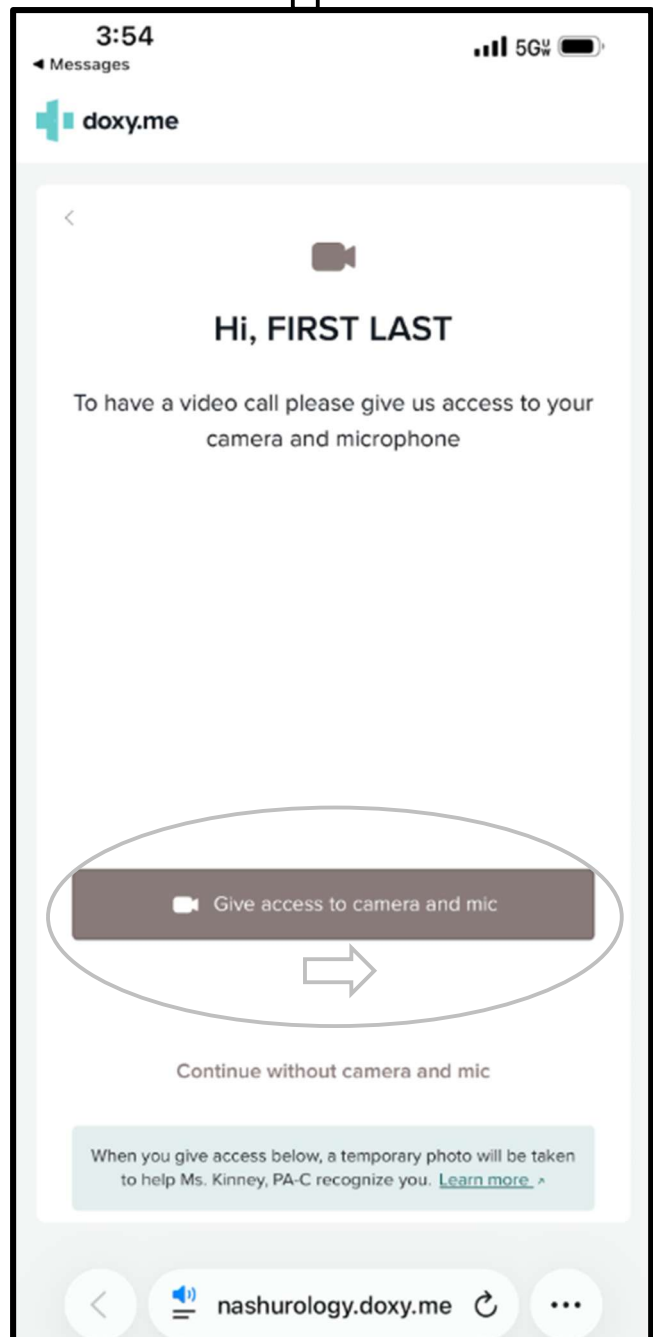


NASHVILLE UROLOGY TELEHEALTH INSTRUCTIONS

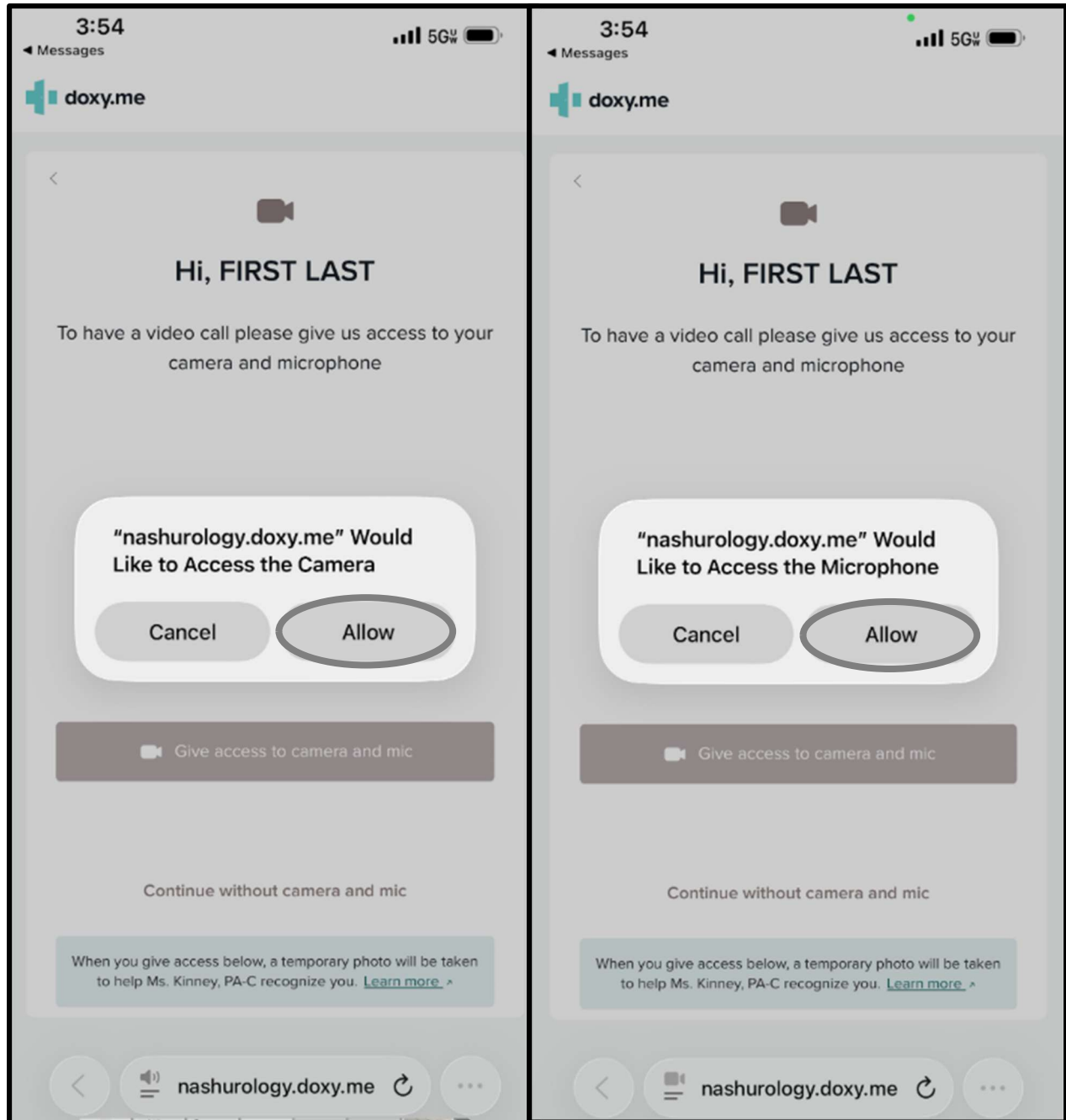


3. When the link opens, this will be the next screen. Enter your first and last name in the text box and click the check in button.

4. The next page will look like this. Click to allow access to camera and microphone. Both must be enabled to proceed.

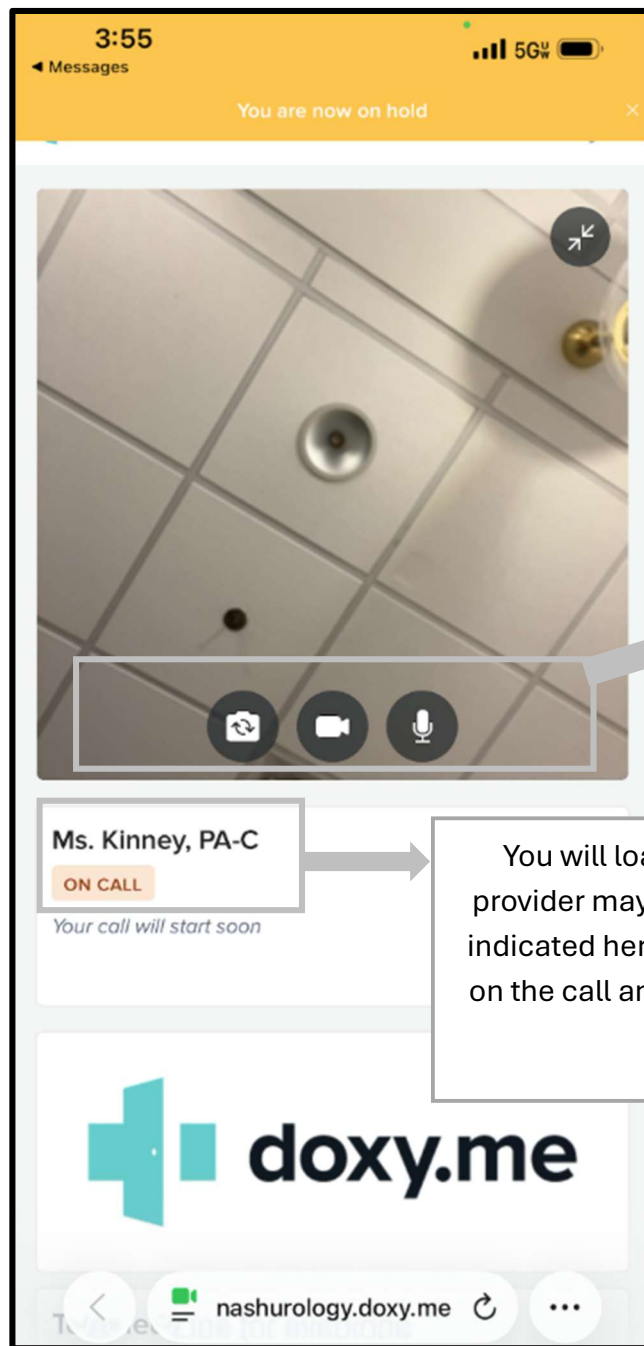


NASHVILLE UROLOGY TELEHEALTH INSTRUCTIONS



5. These two prompts will appear to verify Doxy can have access to your camera and microphone. Please click allow to ensure permissions are on for the telehealth. We will not be able to connect on telehealth if we cannot see/hear you.

NASHVILLE UROLOGY TELEHEALTH INSTRUCTIONS

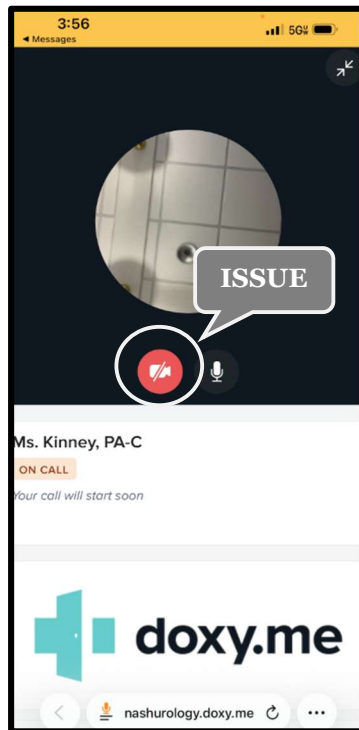


This is what you should see. All permissions are allowed and the camera is working.

You will load into a queue. Your provider may be on another call like indicated here. This is okay, just stay on the call and we will connect from our side.

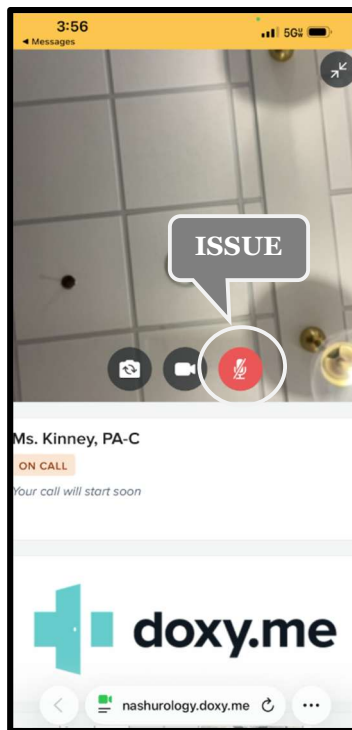
6. Once all prompts are followed, your screen should look like this. Please stay on this screen, and a staff member will finish loading your information for your telehealth with the provider. To avoid any technical issues, please stay on this screen.

NASHVILLE UROLOGY TELEHEALTH INSTRUCTIONS



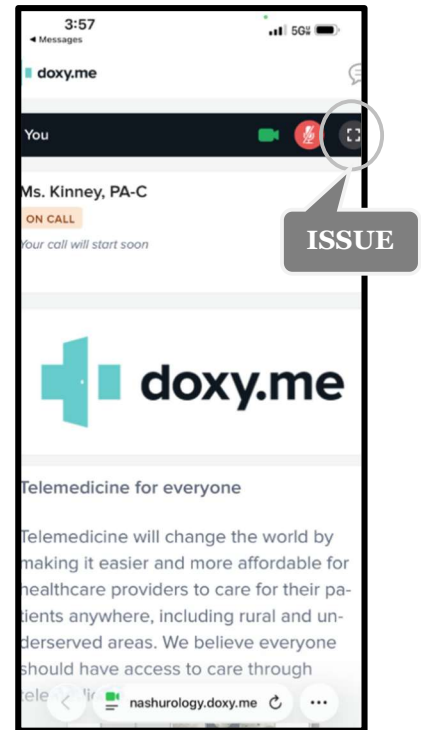
ISSUE: Camera is disabled

SOLUTION: Click the red button to enable the camera



ISSUE: Microphone is disabled

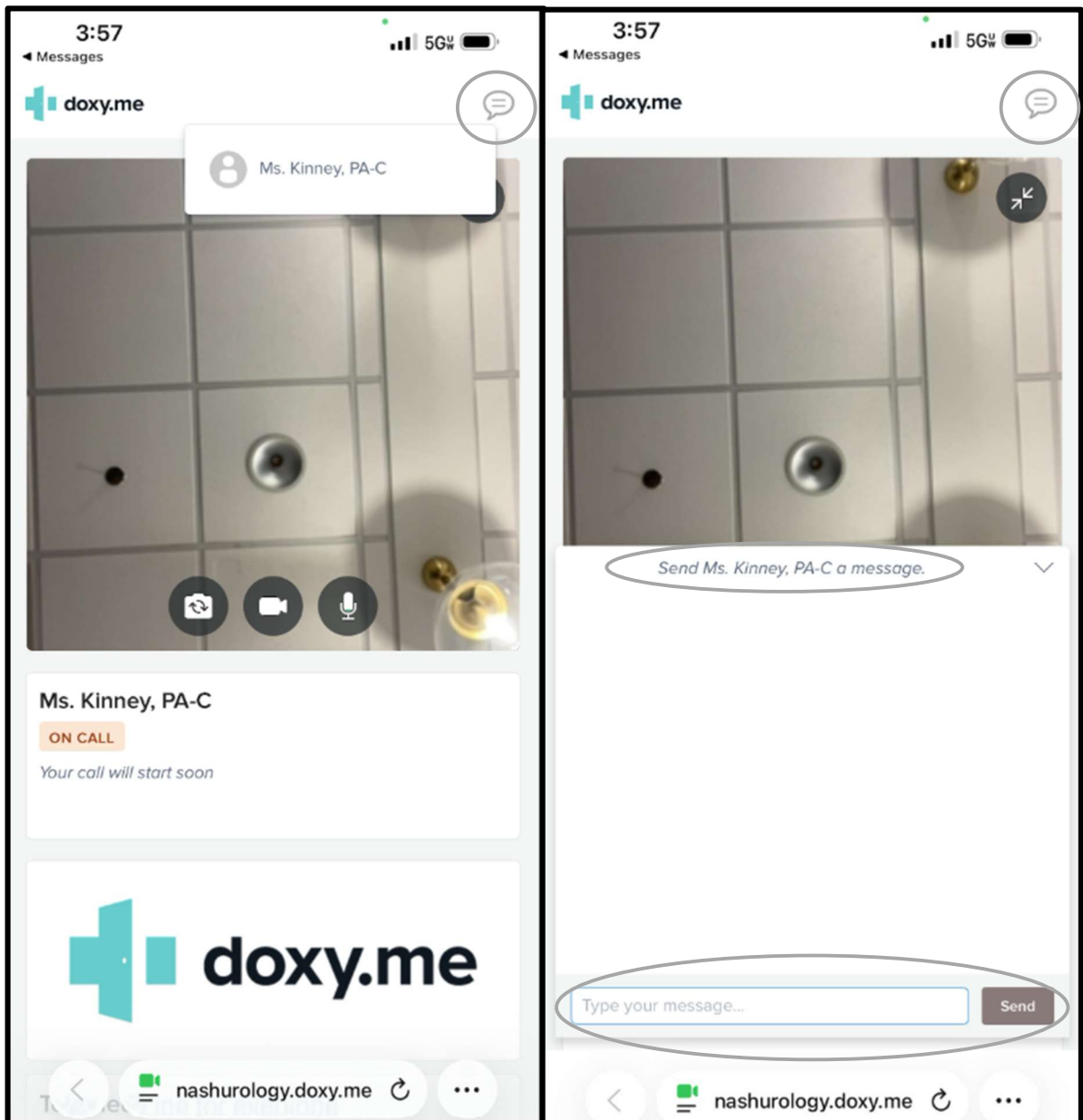
SOLUTION: Click the red button to enable microphone



ISSUE: Screen is minimized

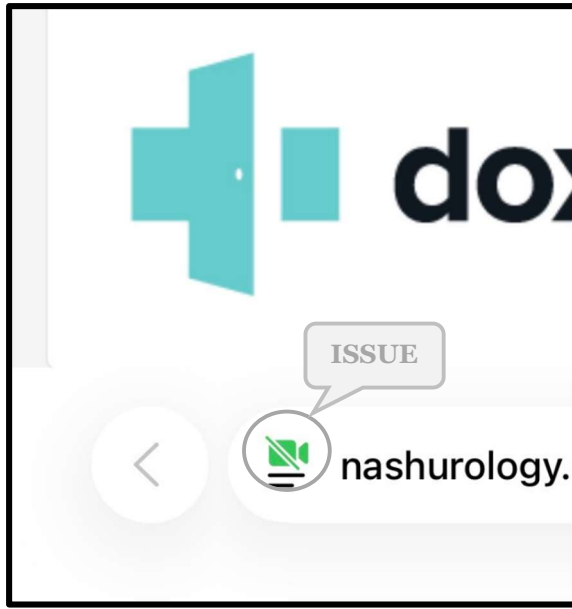
SOLUTION: Click the square button on the top right

NASHVILLE UROLOGY TELEHEALTH INSTRUCTIONS



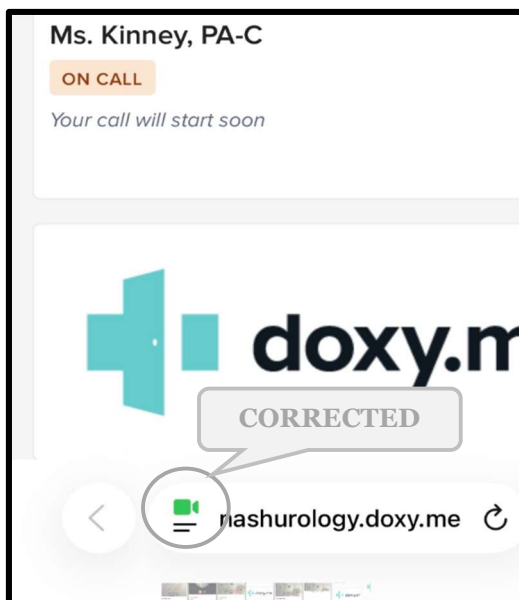
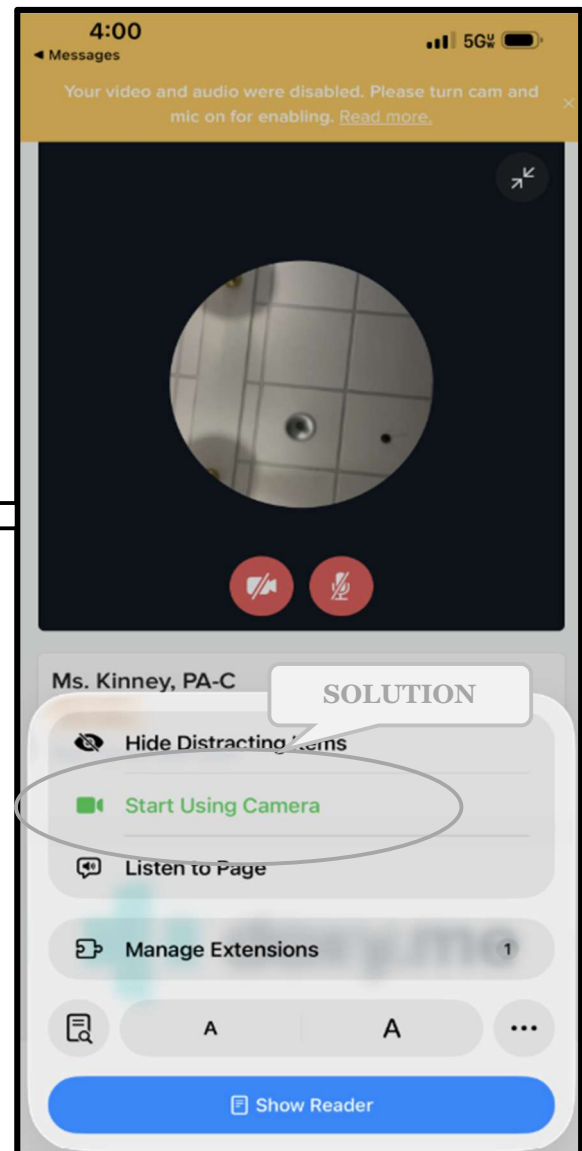
MESSAGES: If you need to send a message, or if you see a message has been sent to you, you will click on the message bubble on the top right of the screen. When you click on this, you can see a messenger box opens to communicate with the telehealth team.

NASHVILLE UROLOGY TELEHEALTH INSTRUCTIONS



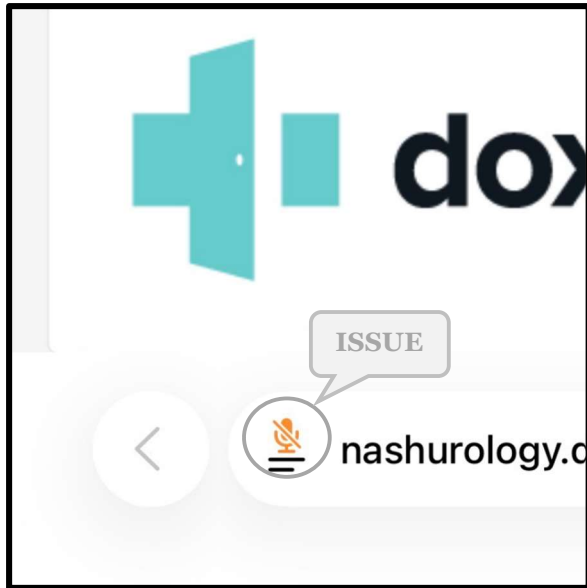
If your camera is disabled in your web browser settings, it will look like this, a camera with a line through it next to the website.

SOLUTION: Click on the camera icon and this screen will pop up. Click the setting that says **START USING CAMERA**.



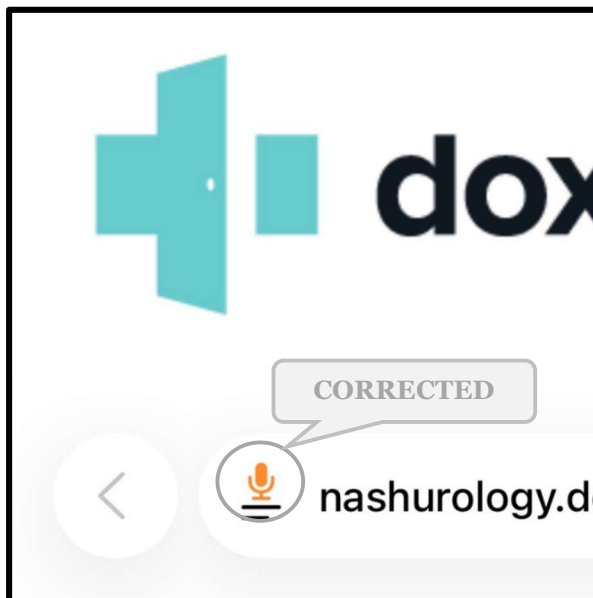
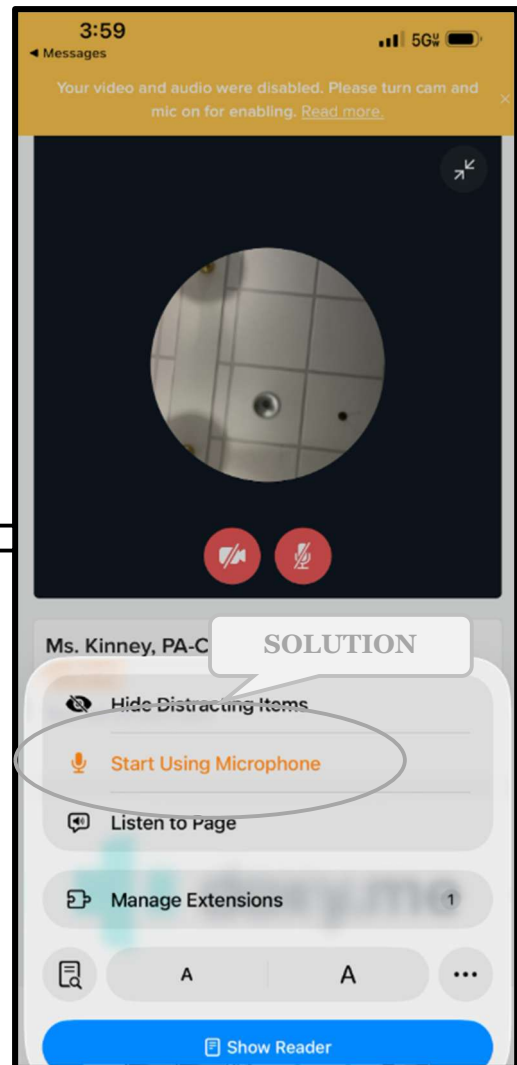
This should enable your camera. You will see the icon no longer has the line through it. You should be able to see yourself on the screen.

NASHVILLE UROLOGY TELEHEALTH INSTRUCTIONS



If your microphone is disabled in your web browser settings, it will look like this, a microphone with a line through it next to the website.

SOLUTION: Click on the microphone icon and this screen will pop up. Click the setting that says **START USING MIRCOPHONE**.



This should enable your microphone. You will see the line no longer has a line through it. There should no longer be red microphone icon.